



Welcome to ABAG's sewer backup prevention program

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What to expect and what to do Buster, I have a backup problem! What do I do?!?!

A **backup** typically occurs in a home's plumbing system or lateral and will not cause damage if you discontinue using the plumbing fixture(s) until the system is cleared. Most slow-moving drains, toilets, or backups can be remedied with drain cleaners or a plunger. If your own methods fail, call a plumber. If the plumber establishes that the problem is not in your line, call your [local sewer or sanitation district](#).

A **backflow** is much less common and occurs when water or materials come up through a drain, toilet, or other fixture when the home's plumbing system is not being used. This may indicate that the city main is blocked and wastewater is backing up into your lateral line and home. Call your [local sewer or sanitation district](#) immediately.

Appropriate personnel will be dispatched to investigate and remedy any problem in the city or sewer district main or lateral maintained by the city or district. City or sewer district personnel will advise and assist you if a backflow occurs due to an obstruction originating off the property.

Your responsibilities:

The homeowner is responsible for clearing any blockage in the home's plumbing system or maintained lateral and for any resulting flooding damage to the structure. The homeowner is also responsible for damage occurring due to an improperly constructed lateral, including a lack of required backflow prevention devices or illegal hookups.

City or sewer district personnel will advise and assist you if a backflow occurs due to an obstruction originating off the property.

If you experience a backup or back flow causing flood damage to your home, you should

- Keep people and pets away from the affected area(s).
- Do not attempt to clean it yourself.
- Turn off central heat and air system and prevent flow from reaching floor vents.
- Call an experienced restoration company for cleanup and removal of affected surfaces.
- Leave items in the affected area for the experts to handle.
- Report a claim to your homeowner's insurance carrier.
- If you had recent plumbing work, contact your plumber or contractor.
- If you have a claim against your city or local sewer district, file your claim as soon as possible.

For more Be Sewer Smart tips [click here](#).

Click [here](#) for link to professional remediation company video regarding sewer backups.